



Directory of Services

2006

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PREFACE

The *Directory of Services* describes programs and services provided by the Missouri Department of Health and Senior Services (DHSS).

These services are divided among three programmatic divisions: community and public health, senior and disability services and regulation and licensure. The Director's Office and Division of Administration oversee and support activities of these divisions.

This directory is intended as a general guide to public health and senior services in Missouri.

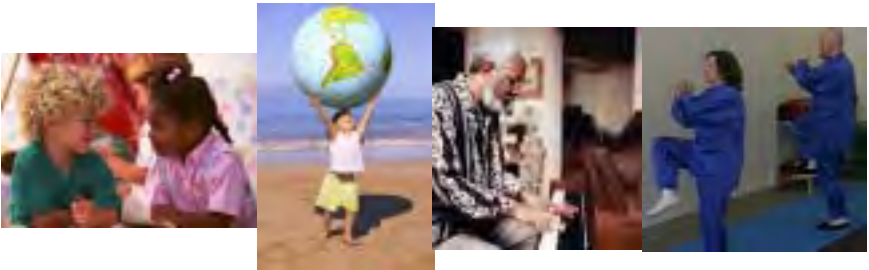


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HEALTH AND SENIOR SERVICES IN MISSOURI: A CONTINUING TRADITION

In 1883 the citizens of Missouri realized that the state could not prosper if the health of its residents was not protected. Epidemics of smallpox, typhoid and cholera severely threatened the health and welfare of Missourians. Concerned physicians led a citizens' campaign to establish a state agency responsible for the promotion of the people's health and the prevention of disease. On March 29, 1883, the Missouri Legislature responded by creating a State Board of Health.

The steady increase in the population and the extended life expectancy of Missourians show that the first State Board of Health successfully fulfilled its mandate to build an effective state public health agency.

When state government was reorganized in 1945, the Board of Health was superseded by the Division of Health of the Department of Public Health and Welfare. In October 1967 the Legislature again created a State Board of Health but within the framework of the Division of Health. Members of the Board of Health are appointed by the Governor with the advice and consent of the Senate.

State government reorganization in 1974 placed the Division of Health in the Department of Social Services. At that time, the division's environmental engineering and solid waste programs were transferred to the Department of Natural Resources and the Missouri Crippled Children's Service became a part of the Division of Health. After the 83rd General Assembly passed Senate Bill 25 and Gov. John Ashcroft signed the legislation on July 29, 1985, the Department of Health (DOH) was created. That September, the department was officially empowered, charged with supervising and managing all public health functions and programs formerly administered by the Division of Health.

Executive Order 01-02 signed on January 5, 2001, by Gov. Roger Wilson, transferred the Division of Aging to the Department of Health effective August 28, 2001, to become the Department of Health and Senior Services. Combining senior and public health issues into one system has allowed the department to more effectively focus on prevention and quality of life for all Missourians.

STATE BOARD OF HEALTH

The State Board of Health consists of seven members appointed by the governor, with the advice and consent of the Missouri Senate. The State Board of Health serves as an advisory board to the department. Members of the Board of Health serve four-year terms, with the terms of two members ending each year. A member may serve no more than two terms.

Missouri law (section 191.400) specifies that three members must be licensed physicians and surgeons licensed by the State Board of Registration for the Healing Arts; one member must be a dentist licensed by the Missouri Dental Board; one member must be a chiropractic physician licensed by the Missouri State Board of Chiropractic Examiners; two must be persons other than those licensed by the State Board of Registration for the Healing Arts, the Missouri Dental Board or the Missouri State Board of Chiropractic Examiners and must be representative of those persons, professions and businesses which are regulated and supervised by the department.

STATE BOARD OF SENIOR SERVICES

The State Board of Senior Services consists of seven members appointed by the governor, with the advice and consent of the Missouri Senate. The State Board of Senior Services serves as an advisory board to the department. Members of the Board of Senior Services serve four-year terms, with the terms of two members ending each year. A member may serve no more than two terms.

Missouri law (section 660.062) specifies that four members of the Board of Senior Services shall be members of the governor's advisory council on aging; one member shall be a person currently working in the field of gerontology; one member shall be a physician with expertise in geriatrics; one member shall be a person with expertise in nutrition; one member shall be a person with expertise in rehabilitation services of persons with disabilities and one member shall be a person with expertise in mental health issues. Of the two remaining members, the governor shall give consideration to individuals having a special interest in gerontology or disability-related issues, including senior citizens.

DIRECTOR'S OFFICE

As chief executive officer, the department director is responsible for the management of the department and the administration of its programs and services. The department deputy director assists the director in the management of the department. The center for emergency response and terrorism and division of administration; State Public Health Laboratory; the offices of human resources, public information, general counsel, special investigations and governmental policy and legislation, report to the director.

Telephone: (573) 751-6001

CENTER FOR EMERGENCY RESPONSE AND TERRORISM

The director of the Center for Emergency Response and Terrorism oversees the following:

- coordinates and provides direction for bioterrorism preparedness planning and response activities throughout the department and works with other local/state agencies on public health emergency planning and response.
- assures that the department has an Emergency Response and Terrorism Response Plan.
- provides direction/coordination for the local public health agencies in public health preparedness.
- ensures regional plan development that provides consistency and coordination of bioterrorism planning throughout the state and assures consistency and coordination between local, state and federal plans.
- assures that the state and regional plans are regularly exercised, evaluated and refined based on the exercises and evaluations.
- provides direction and coordination of the Center for Disease Control and Prevention and Health Resources and Services Administration preparedness funding.
- maintains the Department Situation Room (DSR) which is operational 24 hours a day, 7 days a week, ensuring the staffing

and functional ability to operate as a command-and-control center in the event of an emergency.

Telephone: (573) 526-4768 or (800) 392-0272 (24/7)

Field Staff:

David Bagge, (417) 895-6900

Southwest, Southeast, East, Cape Girardeau and Joplin regions

Michael Wood, (816) 350-5400

Northwest, Columbia, Cameron and Northeast regions

DIVISION OF ADMINISTRATION

The Division of Administration provides fiscal, administrative, and general services support to all department units. Services include budgeting, accounting, expenditure control, procurement, grants and contract administration, legislative review, and general office support.

Units within the division carry out these responsibilities:

- oversee division operations.
- work collaboratively with division/center staff concerning fiscal, budgetary, or general support service matters.
- develop the division's budget and the overall department operating and leasing budgets.
- review and approve all contracts, participation agreements, memorandums of understanding, and grant applications issued by the department.
- review and approve all financial and procurement policies issued by the department.
- monitor expenditures to ensure they remain within appropriated levels.
- develop and submit the department's indirect cost plan.
- serve as department liaison to the State Auditor's Office.

Telephone: (573) 751-6014

GRANTS ASSESSMENT AND COMPLIANCE UNIT

- Reviews and evaluates contractors' financial management systems and audit reports for financial and administrative compliance.
- Examines annual financial reports of local public health departments.
- Provides technical assistance to programs concerning contract monitoring and grant requirements.
- Evaluates administrative, management, and fiscal controls of all levels of department operations.

Telephone: (573) 751-6104

BUREAU OF BUDGET SERVICES AND ANALYSIS

- Coordinates and prepares the department's annual budget requests and serves as department liaison to executive and legislative budget staff.
- Monitors department expenditures to ensure financial accountability.
- Consults with department program staff on a variety of budget issues.
- Reviews all federal grants and revenue-generating contracts and memorandums of understanding for compliance with federal and state policies and regulations.
- Provides technical assistance and support in the development of grant applications.
- Coordinates the department's fiscal note process.
- Develops the department's chart of accounts.
- Establishes reporting categories, federal aid numbers, and creates/modifies labor-distribution profiles in the SAM II financial system.
- Ensures payrolls are correct and posted properly.

Telephone: (573) 751-6016

BUREAU OF GENERAL SERVICES

- Manages telecommunications equipment and services.
- Manages building security/access cards.
- Coordinates forms management, printing services, and copy machines.
- Provides central office mail service.
- Manages leased property.
- Oversees relocations/reconfigurations of modular office systems and plumbing, HVAC and electrical repairs.
- Manages the department vehicle fleet.
- Provides warehouse services.
- Distributes health-related audio/visual materials and literature upon request.
- Performs equipment surplus functions for the department.
- Processes department operations invoices.

Telephone: (573) 751-6040

BUREAU OF FINANCIAL SERVICES

- Coordinates department-wide financial activities.
- Maintains and prepares financial reports on all federal grants.
- Oversees the receipt of all funds and ensures timely deposit with the Department of Revenue.
- Reviews all department expenditures to ensure the appropriate disbursement of funds, including vendor payments and employee expense accounts.
- Administers the fixed-assets accounting system for the department.
- Develops financial and procurement policies for the department.
- Develops training materials, informational reports, and databases used to develop and monitor financial activities and contracts.

- Provides analysis of department-wide financial and procurement systems.
- Provides security access to the SAM II financial system.
- Develops, reviews, and approves all departmental contracts.
- Oversees procurement of all DHSS required supplies, materials, equipment, and services.

Telephone: (573) 751-6024

OFFICE OF GENERAL COUNSEL

The office:

- provides legal support and opinions to all departmental divisions, centers and offices.
- provides advice on Health Insurance Portability and Accountability Act (HIPAA) privacy issues to all departmental divisions, centers and offices.
- litigates regulatory actions before departmental hearing officers and the Administrative Hearing Commission.
- pursues guardianship actions for eligible adults.
- provides coordination and cooperation to the attorney general's office in departmental litigation.
- provides in-service training on legal issues for department employees.

Telephone: (573) 751-6005

OFFICE OF GOVERNMENTAL POLICY AND LEGISLATION

The activities of this office include:

- coordinating the development, review and tracking of public health, health and senior-services-related state legislation.
- reviewing federal legislation for impact on department policy and programs.
- serving as the departmental liaison between elected officials, other state agencies and constituent groups.

- providing a research function concerning policy alternatives under consideration by other states or federal agencies.

Telephone: (573) 751-6003

OFFICE OF HUMAN RESOURCES

The Office of Human Resources provides human-resource management services and support for the Department of Health and Senior Services. This office:

- assures the department's compliance with the state personnel law (merit system), and serves as liaison with the state Office of Administration's Division of Personnel.
- establishes and maintains the department's position-classification system.
- administers personnel functions of employment, promotion, compensation (including payroll preparation), performance appraisal, discipline, termination, personnel records maintenance, and related personnel activities, and provides assistance to managers and supervisors in these areas.
- assures department compliance with federal and state laws relating to equal employment opportunity, affirmative action, and provision of services.
- investigates and monitors complaints and grievances.
- coordinates employee award programs.
- works with management on organizational change/development issues.
- conducts training related to personnel functions such as interviewing, sexual harassment, Americans with Disabilities Act (ADA) and related areas.
- provides mediation services for employer/employee situations.
- coordinates issues relating to unions.
- revises and develops DHSS administrative policies.
- coordinates community development activities within the department.

- provides training and collaboration to community coalitions to assist them in their efforts at improving health at the local level.
- offers facilitation assistance to local communities to develop action plans to address identified health issues/priorities.
- coordinates public health-related training for local public health agencies, area agencies on aging and department employees.
- coordinates distance learning programs. Assists with the development of on-line training courses and makes all taped satellite-training broadcasts available upon request.
- coordinates workforce development opportunities within the department (i.e. diversity, sexual harassment awareness and HIPAA training, Continuous Quality Improvement, support staff specific training, etc.).
- provides/coordinates new employee orientation and mandatory training for supervisors and managers.
- coordinates DHSS leadership development programs.
- maintains record of attendance for mandatory training.
- facilitates other community and workforce development programs as requested.
- works closely with the director's office to provide workforce and community development opportunities that help create a culture of health in Missouri.

Telephone: (573) 751-6059

OFFICE OF PUBLIC INFORMATION

The Office of Public Information coordinates all media contacts for the Department of Health and Senior Services and provides information in response to inquiries from other agencies and the public. The office also provides training in risk communication to assist department employees in efforts to reduce and prevent illness, injury and death during a public health response. The office:

- prepares and distributes news releases and reports on activities of the department.

- designs and edits publications including newsletters, brochures and pamphlets for divisions and programs within the department.
- counsels other units of the department about the communications aspects of public health and senior services programs and assists them in designing their publications and audiovisual material.
- provides video services for the department.

Telephone: (573) 751-6062

OFFICE OF SPECIAL INVESTIGATIONS

The Office of Special Investigations is a statewide special investigative unit organized within the Department of Health and Senior Services. The unit is responsible for investigating allegations of fraud, abuse, neglect or financial exploitation on a statewide basis for seniors and eligible adults (those between the ages of 18-59 who are not able to protect their own interests, or adequately perform or obtain services they need). In addition, the Office of Special Investigations investigates internal and external personnel issues and conducts training and educational outreach programs throughout the state.

Telephone: (573) 522-4150

Fax: (573) 522-4149

STATE PUBLIC HEALTH LABORATORY

The administrative offices of the State Public Health Laboratory (SPHL) are located in Jefferson City. Each year, more than one-half million specimens are submitted to the central lab, the State Tuberculosis Laboratory in Mt. Vernon, and the branch lab in Poplar Bluff for testing and examination. The SPHL is the principal laboratory for the state and supports investigations of suspected acts of bioterrorism. In addition, the SPHL is responsible for approving methods and instruments, and issuing permits to qualified individuals to perform tests used to enforce Missouri's law prohibiting driving while under the influence of alcohol and drugs.

Telephone: (573) 751-3334

Testing services are provided in the areas of analytical chemistry, environmental bacteriology, metabolic disease screening, clinical microbiology, serology and virology. These services include:

CHEMISTRY UNIT

- conducts chemical analyses of public and private water supplies to determine the presence of pesticides and other hazardous and toxic chemicals.
- conducts chemical analyses of ground water and surface water samples to determine the extent of chemical contamination from hazardous waste sites, and pesticide or herbicide usage.
- conducts chemical and physical analyses of foods, dairy products, and beverages for toxic or chemical contamination as a result of tampering.
- conducts analyses for human exposure to lead in the environment.

Telephone: (573) 751-3334

ENVIRONMENTAL BACTERIOLOGY UNIT

- tests public and private water supplies for the presence of coliform bacteria.
- tests swimming pool water samples for excessive bacterial contamination, and for specific pathogenic bacteria such as staphylococcus.
- tests milk for bacteria count; surveys, evaluates and approves dairy laboratories for the State Milk Board and the Food and Drug Administration (FDA).
- tests food suspected of causing disease outbreaks (food poisoning).
- surveys laboratories for certification under the state's Safe Drinking Water Act.

Telephone: (573) 751-3334

METABOLIC DISEASE UNIT

- examines blood samples from newborn babies for 25 conditions, such as phenylketonuria (PKU), hypothyroidism, galactosemia, and congenital adrenal hyperplasia (CAH), which can cause serious illness, even premature death, but are entirely treatable when detected early in life.
- examines blood specimens to detect sickle cell disease.

Telephone: (573) 751-3334

MICROBIOLOGY UNIT

- examines blood, feces and food samples for the presence of the causative agent for typhoid fever and for organisms which cause other intestinal diseases.
- examines specimens for the presence of pertussis (whooping cough).
- performs diagnostic tests for gonorrhea and chlamydia in support of statewide sexually transmitted disease (STD) screening programs.
- identifies blood, intestinal and tissue parasites.
- provides quality assurance and reference diagnostic services for the state gonorrhea culture program.
- provides reference services for the identification of rare, atypical, or especially hazardous organisms to support communicable disease-control activities and to supplement the clinical microbiological services available throughout the state.
- conducts microbiological examinations of environmental samples and clinical specimens related to suspected acts of bioterrorism.

Telephone: (573) 751-3334

SEROLOGY UNIT

- performs screening and supplemental tests for antibodies to the AIDS virus in support of the state AIDS program and as a reference service to the medical community of the state.

- performs tests in support of the state chlamydia program.
- performs serologic tests for syphilis in support of state-supported prenatal clinics and as a reference service to the medical community of the state.

Telephone (573) 751-3334

VIROLOGY UNIT

- performs examinations for rabies.
- performs serologic tests for immunizable diseases such as measles, mumps and rubella, and for viral diseases of public health importance such as hepatitis and influenza.
- cultures and identifies viruses from clinical material.
- conducts examinations for viral agents from clinical specimens related to suspected acts of bioterrorism.

Telephone: (573) 751-3334

STATE TUBERCULOSIS LABORATORY

- provides reference services for the identification of tuberculosis and other mycobacteria species.
- performs diagnostic tests for tuberculosis including tests for antibiotic resistance.
- performs testing on clinical specimens in support of tuberculosis control program activities and outbreak investigations.

Telephone: (417) 466-5390

DIVISION OF COMMUNITY AND PUBLIC HEALTH

The Division of Community and Public Health administers programs addressing chronic disease prevention and nutrition services, healthy families and youth, community protection and provides public health practice and administrative support. In addition, the Center for

Local Public Health Services, and Offices of Community and Public Health Emergency Coordination, Epidemiology, Minority Health, Primary Care and Rural Health, and Women's Health collaborate with programs and communities to set policy and integrate goals for the division.

Telephone: (573) 751-6080

CENTER FOR LOCAL PUBLIC HEALTH SERVICES

The Center for Local Public Health Services adds value to the state public health system by supporting a population-based approach to health issues in Missouri communities. The center provides leadership and technical assistance to local public health agencies to help develop processes to improve community-based public health systems.

The Center for Local Public Health Services:

- administers state-funded contracts with local public health agencies to strengthen the delivery of the 10 essential public health services.
- facilitates dialogue with the Department of Health and Senior Services Director's Advisory Council (DAC) and the Missouri Association of Local Public Health Agencies (MoALPHA) on public health issues.
- promotes the leadership and administrative capabilities of local governing bodies and administrative staff.
- establishes and maintains a coordinated public-health-volunteer system for emergency response.
- coordinates the Council for Public Health Nursing (CPHN) to provide leadership, expertise and advocacy related to public health nursing practice, standards and issues.
- identifies and coordinates professional development opportunities for the public health workforce.
- collaborates with the Missouri Institute for Community Health (MICH) to implement and maintain the voluntary accreditation program for local public health agencies.
- facilitates the open sharing of ideas, information, tools, methods and innovative solutions to problems.

- serves as a liaison to schools, universities, professional boards and organizations concerning public health issues.
- creates ways for public health system members to identify changes in our environment and adapt to them so the challenges of the future can be met successfully.

Telephone: (573) 751-6170

OFFICE OF COMMUNITY AND PUBLIC HEALTH EMERGENCY COORDINATION

The coordination of the division's activities preparing for and responding to emergencies, natural disasters, or terrorist incidents is achieved through the Office of Community and Public Health Emergency Coordination. The division has a wide array of responsibilities and expertise to protect public health related to biological, chemical, or radiological incidents, including the areas of food security, emerging diseases such as avian influenza, and nuclear power plants. The office serves to coordinate these functions internally, and also department-wide by working as a liaison with the Center for Emergency Response and Terrorism.

Telephone: (573) 751-6079

OFFICE OF EPIDEMIOLOGY

The Office of Epidemiology provides epidemiologic leadership and expertise for the division, the Department of Health and Senior Services, local public health agencies, as well as other stakeholders and partners to enhance the health and safety of the citizens of Missouri. The office strives to achieve this mission by translating science to guide public health practices; monitoring health status and health risk behaviors through effective use of public health surveillance; planning and evaluating public health programs; promoting evidence-based public health interventions; testing and researching public health interventions; providing epidemiologic and medical consultation; and conducting epidemiologic teaching and training.

Telephone: (573) 751-6128

Medical epidemiologists are located in DHSS offices in:

Independence (816) 350-5402

St. Louis (314) 877-2826

OFFICE OF MINORITY HEALTH

The Office of Minority Health monitors programs in the Department of Health and Senior Services for their impact on the health status of minority populations in Missouri.

The office:

- works to increase the quality, accessibility, utilization, public education and resource information related to the special health, social and psychological needs of minority adults age 60+ and 18-59, including the disabled.
- creates partnerships and increases understanding necessary to address the minority aging network and the division. Addresses minority aging through networking and partnerships within the division and in the community.
- provides technical assistance to community and faith-based organizations to implement HIV/AIDS initiatives targeted to the African-American population.
- assists department personnel with cultural awareness and sensitivity.
- assists in the design, development, and review of department programs that impact the health status of minorities.
- assists in the coordination and development of educational programs and culturally sensitive minority health education materials designed to reduce the incidence of disease in the state's minority population.
- assists in analyzing federal and state legislation for its impact on the health status of minorities.
- assists community minority health organizations by identifying available funding for health programs through public and private grants, and promoting coalition and community development resources.

- provides staff resources and minority health information to the Missouri Department of Health and Senior Services' Minority Health Advisory Committee.
- provides staff resources to assist the Governor's Commission on Special Health, Psychological and Social Needs of Minority Older Individuals, which was established by statute in 1994 to study the needs of the state's minority older individuals and make recommendations to the governor, Legislature and department in meeting those needs. The commission consists of 16 members appointed by the governor.
- advises the department director on minority health issues.

Telephone: Jefferson City (573) 751-6064

St. Louis (314) 877-2845

Independence (816) 350-5435

OFFICE OF PRIMARY CARE AND RURAL HEALTH

The Office of Primary Care and Rural Health works to ensure access to and availability of primary health care services for all of Missouri's populations, including its rural citizens. Part of this effort is to reduce the shortage of medical, dental and nursing health professionals throughout Missouri. The office also administers Missouri's oral health program, which provides a broad range of core public health activities for oral health.

Telephone: (573) 751-6219 or toll-free: (800) 891-7415

PRIMARY CARE SYSTEMS

Through private/public partnerships, the Primary Care Systems Program works to ensure access to and availability of primary health care services for all of Missouri's populations. Efforts to increase access include evaluating availability and accessibility of medical, psychiatric and dental health professionals; developing resources to enhance and expand community-based health care delivery systems; working with state and federal partners in the recruitment and retention of health care professionals in health professional shortage areas; and assessing the extent, impact and characteristics of the lack of insurance on the health

care delivery systems, communities and individuals in Missouri. The initiatives under this program include:

- **Primary Care Office:** Identifies and requests designations for health professional shortage areas. The program also serves as the state contact for the National Health Service Corps, and oversees development of new federally funded community health centers and the development of a population-based workforce model for primary medical, dental and mental health services.
- **Primary Care Resource Initiative for Missouri (PRIMO):** Provides funds to communities in underserved areas to develop community-based health care delivery systems, develops clinical training sites in rural and underserved area clinics, and develops recruitment programs for primary care physicians, dentists and nurse practitioners.
- **Health Professional Placement Services:** Provides an Internet-based program to match health care practitioners to communities in areas of need around the state. Service is provided at no cost.

Telephone: (573) 751-6219 or toll-free: (800) 891-7415

RURAL HEALTH SYSTEMS

Through private/public partnerships, the Rural Health Systems Program assures the availability of and access to essential health care services for all rural Missouri residents. Efforts include support for the health care delivery system infrastructure in rural areas (particularly small rural hospitals) through resources for initiatives to reduce medical errors and support quality improvement, comply with new regulations and implement technology enhancements in order to improve services and health outcomes. The initiatives under this program include:

- **Medicare Rural Hospital Flexibility Program:** To provide support to Critical Access Hospitals to implement or expand quality improvement programs and develop rural health networks among these hospitals and their community/health system partners. Also to coordinate activities with the Missouri

Hospital Association and the Missouri Quality Improvement Office to evaluate the quality improvement programs in the critical access hospitals and to develop a model program for all. Other program activities are being developed to expand training opportunities to integrate local EMS systems and improve health outcomes in rural Missouri.

- **Office of Rural Health:** To collect and disseminate information; provide technical assistance; coordinate rural health interests statewide; and support efforts to improve recruitment and retention of health professionals.
- **Rural Access to Emergency Devices:** To provide automatic external defibrillators to first responders in selected rural areas of Missouri. In addition to purchasing and placing the devices, to provide training on equipment use and standards of care in order to improve outcomes from non-hospital cardiac arrests for rural Missouri residents.
- **Small Rural Hospital Improvement Program:** To provide financial and technical assistance to small rural hospitals to implement the Prospective Payment System; become compliant with provisions of the Health Insurance Portability and Accountability Act (HIPAA); reduce medical errors; and support quality improvement.

Telephone: (573) 751-6219 or toll-free (800) 891-7415

HEALTH CARE WORKFORCE DEVELOPMENT PROGRAM

The purpose of the Health Care Workforce Development Program is to reduce the shortage of health care professionals and to increase access to health care for Missouri citizens. The state issues health professional student loans to medical, dental, dental hygienist and nursing students. The loans are “forgiven” when the recipient graduates and works in a Health Professional Shortage Area in Missouri. This program also provides assistance in the recruitment of foreign medical graduates into underserved areas to assure the staffing of that health care delivery system. The initiatives under this program are as follows:

- **Health Professional Loan Repayment Program:** To provide financial incentives for licensed primary care physicians (family

or general practice, pediatrics or general internal medicine), general practice dentists and primary care nurse practitioners. Participants agree to accept Medicare and Medicaid patients, as well as provide a discounted fee schedule, based on family size and income, for all uninsured individuals.

- **J-1 Visa/State 30 Waiver Program and National Interest Waiver Program:** To allow foreign medical graduates to remain in Missouri after completion of their advanced medical training in exchange for service in underserved communities. Practitioners are recruited and sponsored by a Missouri health care facility or organization to serve the specific needs of that community. The National Interest Waiver Program allows participants to pursue U.S. citizenship.
- **PRIMO Health Professional Recruitment and Loan Programs:** Promotes development and implementation of early recruitment (high school) programs for health professional students and emphasizes recruitment of individuals from rural and inner city, underserved communities in Missouri. In addition, educational loans are provided to health professional students in exchange for an obligation to provide health care services in underserved areas, upon completion of training. Disciplines eligible include primary medical, dental, dental hygiene and advanced practice nursing.
- **Professional and Practical Nursing Student Loan and Loan Repayment Program:** Provides support for nursing students and nursing professionals in exchange for service in Missouri's underserved communities. Student loans are provided for up to 70 nursing students annually in return for an obligation to provide service in public and non-profit health care agencies in underserved Missouri communities. An additional 15 to 20 professional nurses are provided loan repayments in exchange for service in public and non-profit health care agencies in underserved Missouri communities.

Telephone: (573) 751-6219 or toll-free (800) 891-7415

ORAL HEALTH PROGRAMS

The Oral Health Program provides a broad range of core public

health activities for oral health. Activities include access to oral health care; oral health surveillance; oral health education; technical assistance on the fluoride mouth-rinse program and community water fluoridation; promotion of dental sealants; and oral health research. The program also serves as a resource on oral health issues for other states and federal agencies, the dental profession and the public. The initiatives under this program include:

- **Oral Health Preventive Services Program:** Provide oral health surveillance, education and preventive services to children under the age of 18, through a community-based system of care, that includes representation of all aspects of the community and the health care delivery system. Core components include a community governance coalition, dental referral system, standardized screening/surveillance methodology and provision to participating communities of fluoride varnish, screening forms and supplies, data analysis and oral health educational materials.
- **Elks Mobile Dental Program:** Provide mobile dental units in a public/private partnership with the Elks' Benevolent Trust of Missouri to provide oral health care for children with special health care needs and children who are mentally retarded or developmentally disabled in a community-based setting.
- **Fluoride Mouth-Rinse Program:** Provide supplies and technical assistance to public schools in Missouri to conduct a school-based fluoride mouth-rinse program.
- **Oral Health Screening and Surveillance:** To establish a state-based oral health surveillance system; to evaluate the oral health of Missouri populations, beginning with selected school-aged children and evaluate access to dental services for those children; and to provide technical assistance to schools conducting dental screens.
- **Water Fluoridation Program:** Provide technical assistance on best practices, health outcomes and state and national resources to assist communities to fluoridate the public water supply.

Telephone: (573) 751-6219 or toll-free (800) 891-7415

OFFICE ON WOMEN'S HEALTH

The Office on Women's Health is committed to the development of effective, comprehensive public policy that promotes improved physical and mental health and well-being and lessens the burden of preventable disease and injury among the women and girls of Missouri.

The office:

- promotes a comprehensive view of women's health, including a focus on social, emotional, economic, and educational factors affecting women's health and well-being.
- enhances the visibility and prominence of women's health issues.
- identifies issues affecting women's health and well-being and proposes strategies for addressing those issues, assisting in the design, development and review of state and local programs that address women's health needs.
- recommends and monitors policies to ensure equitable, effective, accessible health services for women.
- convenes and staffs the external advisory committee, the Women's Health Council, to ensure appropriate expert advice and guidance for office policy recommendations.
- promotes communication about women's health needs and issues among a wide variety of constituent groups, stakeholders and advocacy organizations.
- works for improved coordination of and greater collaboration among all programs and services affecting women's health.
- assures that public information and health education initiatives and programs include appropriate emphasis on women's health issues.
- serves as a resource on women's health for communities, the department and local public health agencies, other state agencies and the governor's office.

Telephone: (573) 526-0445

SECTION FOR CHRONIC DISEASE PREVENTION AND NUTRITION SERVICES

The Section for Chronic Disease Prevention and Nutrition Services directs statewide programs that are designed to prevent and control chronic diseases for all Missourians and support the nutritional health of high-risk populations. The section provides leadership for assessment, plan-and-policy development and implementation of evidence-based approaches to prevent and control cancer and chronic diseases, the leading causes of death in Missouri. In addition, the section administers statewide programs that provide food assistance and nutrition services, early screening and detection, and health promotion interventions to reduce risk factors for chronic diseases (e.g., tobacco use, physical inactivity, and poor diets). These programs are managed through the Bureau of Cancer and Chronic Disease Control; Bureau of Health Promotion; Bureau of Community Food and Nutrition Assistance Programs; and Women, Infants, and Children (WIC) and Nutrition Services.

Telephone: (573) 522-2800

BUREAU OF CANCER AND CHRONIC DISEASE CONTROL

The bureau addresses the health needs of the general and minority populations and coordinates activities (primary and secondary prevention) in the areas of chronic disease management, arthritis, asthma, blindness, breast and cervical cancer, cancer inquiry, cardiovascular disease, comprehensive cancer control, diabetes, lupus, organ donation and osteoporosis. The bureau employs multiple strategies to improve the health of local communities and provides specific targeted programs for public information, education, screening, coalition development, resources, improved healthcare access, professional education, technical assistance and policy development.

Telephone: (573) 522-2860

ARTHRITIS AND OSTEOPOROSIS CONTROL PROGRAM

The Missouri Arthritis and Osteoporosis Control Program promotes

optimal health and quality of life for all Missourians affected by arthritis, osteoporosis, lupus, rheumatic diseases and related musculoskeletal conditions. The program works with a network of regional centers across the state.

Telephone: toll-free (800) 316-0936 or (573) 522-2860

ASTHMA PREVENTION AND CONTROL PROGRAM

The goal of the Asthma Prevention and Control Program is to improve the capacity of Missouri's public health system to define and reduce the burden of asthma for those people with the disease. Program services include linking existing resources and partners, maintaining comprehensive surveillance and evaluation, and providing technical assistance for local control efforts.

Telephone: (573) 522-2860

BLINDNESS EDUCATION, SCREENING AND TREATMENT PROGRAM (BEST)

BEST's directive is to provide blindness prevention education as well as screening and treatment for persons who do not have adequate coverage for such services under a health benefit plan. The program is funded by voluntary donations received by driver's license offices at the time an individual makes an application for obtaining/renewing their driver's license, renews/purchases license plates, or direct donations.

Telephone: (573) 522-2860

CANCER INQUIRY

Cancer inquiry staff responds to public and professional inquiries about cancer as well as public concerns about cancer and the environment.

Telephone: (573) 522-2845

COMPREHENSIVE CANCER CONTROL PROGRAM

The Comprehensive Cancer Control Program supports public awareness, conducts professional training, leads cancer burden assessment activities, coordinates interventions and evaluates cancer

control prevention programs. It also maintains and disseminates information on cancer prevention and control resources in Missouri and supports local coalitions that conduct cancer control activities.

Telephone: (573) 522-2845

DIABETES PREVENTION AND CONTROL PROGRAM

The Missouri Diabetes Prevention and Control Program addresses the prevention of diabetes and its complication by influencing change at the policy and environmental, health-system and community levels.

Telephone: (573) 522-2860

MISSOURI HEART DISEASE AND STROKE PREVENTION PROGRAM

The Missouri Heart Disease and Stroke Prevention Program addresses the “Healthy People 2010” focus area of heart disease and stroke. Priority focus is on controlling high blood pressure and cholesterol, increasing heart-attack and stroke-sign-and-symptom awareness and the need to call 911, improving emergency response and improving quality of care. The program works collaboratively with other Department of Health and Senior Services programs that address related chronic diseases or risk factors so that activities of these programs are not duplicated, but enhanced.

Telephone: toll-free (800) 316-0935 or (573) 522-2860

MISSOURI SCREEN FOR LIFE PROGRAM

The Missouri Screen for Life Program focuses on public education and outreach, screening services, and medical follow-up services for colorectal cancer. The program, currently a demonstration project, targets low-income adults age 50 and over in the St. Louis metropolitan area who have little or no health insurance.

Telephone: (573) 522-2845

ORGAN DONOR PROGRAM

The Organ Donor Program maintains a statewide, confidential registry of potential donors. The program is funded by voluntary

donations of one dollar received by driver's license offices throughout the state at the time an individual makes application for a driver's license or identification card.

Telephone: toll-free (888) 497-4564 or (573) 522-2847

E-mail: organdonor@dhss.mo.gov

SHOW ME HEALTHY MISSOURIANS

The Show Me Healthy Missourians Program provides funding and program resources for screening and diagnostic services for colorectal, breast and cervical cancer. It also provides cardiovascular health screenings and lifestyle interventions to eligible women through more than 90 provider networks statewide.

Telephone: (573) 522-2845

BUREAU OF HEALTH PROMOTION

The Bureau of Health Promotion oversees programs and initiatives to reduce tobacco use and exposure to secondhand smoke, physical inactivity, and unhealthy eating - the primary risk factors for chronic diseases, including obesity. The Bureau supports local programs through contracts, training and technical assistance in implementing evidence-based strategies to reduce the risk factors.

Telephone: (573) 522-2820 or toll-free 1-(866) 726-9926

CHRONIC DISEASE PRIMARY PREVENTION PROGRAM

The goal of the Chronic Disease Primary Prevention Program is to reduce the primary risk factors for chronic diseases – tobacco use and exposure to secondhand smoke, physical inactivity and unhealthy eating. Contracts are established with 14 local public health departments in a multi-county collaborative serving a total of 23 counties including two metropolitan cities, Independence and St. Louis. The funding supports building local capacity to implement evidence-based approaches and best practices to achieve program goals. Emphasis is placed on making environmental, policy and system changes to support healthy behaviors for schools, worksites, and communities.

Telephone: (573) 522-2820 or toll-free (866) 726-9926

COMPREHENSIVE TOBACCO USE PREVENTION PROGRAM

The goals of the Missouri Comprehensive Tobacco Use Prevention Program are to prevent youth initiation to tobacco use, promote quitting among youth and adults, eliminate exposure to secondhand smoke and reduce the impact on populations disproportionately affected by tobacco. Program staff works with youth groups, community-based coalitions, voluntary organizations and partners to educate the public about the health effects of tobacco use and exposure to secondhand smoke, and to advocate for policies to prohibit tobacco use on school property and to eliminate exposure to secondhand smoke in public places. Employers are encouraged to implement smoke-free workplace policies and to include effective tobacco cessation assistance in employee health insurance coverage. Staff provides data and technical assistance to increase effectiveness of local program efforts. To increase quitting among tobacco users, the Missouri Tobacco Quitline provides free cessation counseling services and referrals for local assistance. Health care professionals are encouraged to assess tobacco-use status, counsel those who use to quit, and make referrals to the Quitline for additional counseling.

Telephone: (573) 522-2820 or toll-free (866) 726-9926

NUTRITION AND PHYSICAL ACTIVITIES PROGRAMS

NUTRITION AND PHYSICAL ACTIVITY PROGRAM TO PREVENT OBESITY AND OTHER CHRONIC DISEASES

The Nutrition and Physical Activity Program to Prevent Obesity and Other Chronic Diseases guides the implementation of the state plan “Preventing Obesity and Other Chronic Diseases: Missouri’s Nutrition and Physical Activity Plan.” The program provides guidance and training to various organizations in utilizing evidence-based literature and interventions to decrease obesity and overweight in the state. Behavior-change strategies promoted include increasing breastfeeding, fruit and vegetable consumption and physical activity, reducing television viewing, and improving other dietary components and influences.

Telephone: (573) 522-2820

MISSOURI NUTRITION NETWORK

The purpose of the Missouri Nutrition Network is to increase the number of Missourians selecting a nutritionally adequate diet by providing consistent and relevant nutrition messages through a variety of credible channels. This includes the development, implementation and evaluation of nutrition education initiatives and materials utilizing a social-marketing approach. The program also provides coordination of initiatives and dissemination of the materials through partner organizations and media outlets as well as providing training and support for local coalitions.

Telephone: (573) 522-2820

TEAM NUTRITION PROGRAM

The USDA Team Nutrition Training grant is used to help schools and childcare providers promote healthy eating and physical activity habits among children. Funds are aimed at activities that are designed to reduce rates of childhood overweight and create healthier school and childcare nutrition and physical activity environments. Activities include: small grants to school and child care providers; training and technical assistance; and other resources to facilitate the assessment and improvement of the nutrition and physical activity of children at school or in childcare.

Telephone: (573) 522-2820

BUREAU OF COMMUNITY FOOD AND NUTRITION ASSISTANCE

Community Food and Nutrition Assistance administers programs that provide supplemental nutrition assistance to vulnerable populations; improve health status; contribute to optimum growth and development; and decrease the risk of chronic diseases later in life. The assistance includes meal subsidies to eligible organizations that feed infants, children and youth, and food packages to low-income elderly persons, women, infants and children.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

CHILD AND ADULT CARE FOOD PROGRAM

The Child and Adult Care Food Program provides reimbursement for nutritious meals and snacks served to eligible participants in childcare centers; family childcare homes; homeless shelters; before and after school programs; and adult day-care centers. The goal of this program is to see that well-balanced meals are served and good eating habits are taught in childcare and adult-care settings. The program serves children under the age of 13; children of migrant workers age 15 and under; physically or mentally handicapped persons receiving care in a center where most children are 18 years and under; and adults who are functionally impaired or over 60 years old. It provides training and technical assistance on nutrition, food-service operations, program management and record keeping.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

SUMMER FOOD SERVICE PROGRAM

The Summer Food Service Program helps assure that eligible populations have access to nutritious meals during the summer months when school is not in session by providing reimbursement to community agencies that can offer the required continuum of meals. Eligible participants include children 0-18 years of age whose family incomes are less than or equal to 185 percent of the Federal Poverty Guidelines. Income-eligible adults over 18 years of age who have been determined by a state educational agency to have a disability and who participate in a school-based program for the disabled during the school year are also able to participate in the program. There are contracts with schools and other community-based organizations to sponsor the local programs and provide meals that must meet established guidelines. In this manner, the program increases the nutrient intake of program participants, thereby reducing their risk for health problems and enhancing their learning capacities.

Telephone: (573) 751-6269 or toll-free (888) 435-1464

COMMODITY SUPPLEMENTAL FOOD PROGRAM

The Commodity Supplemental Food Program works to improve the health of low-income pregnant and breastfeeding women, other new

mothers up to one year postpartum, infants, children up to their sixth birthday and older persons at least 60 years of age by supplementing their diets with nutritious U.S. Department of Agriculture commodity foods. The program also provides health referral services and nutrition education. Eligible women, infants and children must meet income eligibility requirements (currently 185 percent of the Federal Poverty Guidelines) while older persons must have income at or below 130 percent of the Federal Poverty Guidelines. Women, infants, children and the elderly must reside in the state of Missouri and cannot also be participating in the WIC Program.

Telephone: (573) 751-6269

BUREAU OF WIC AND NUTRITION SERVICES

The Bureau of WIC and Nutrition Services focuses on decreasing preventable nutrition-related morbidity and mortality throughout the life cycle. Bureau programs focus on assuring that those Missourians found to be “nutritionally at-risk” receive nutritious food supplements through local grocery vendors according to federal guidelines.

Telephone: (573) 751-6204

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN (WIC)

The WIC program prescribes and pays for nutritious foods to supplement the diets of pregnant women, new mothers, infants and children up to their 5th birthday who qualify as “nutritionally at-risk” based on a medical and nutrition assessment and who meet state income guidelines (185 percent of federal poverty guidelines or eligible for Medicaid TANF or Food Stamps in Missouri). Program participants are reassessed periodically to determine eligibility status. These services are provided at the local level through contracts with county and city health departments, federally qualified health centers, community action agencies, one faith based facility and hospitals. WIC contracts with retail grocers and pharmacies where participants purchase the prescribed supplemental foods. The WIC program provides nutritional education to program participants to change eating patterns that improve health status; breastfeeding counseling; and support to pregnant women and

new mothers. In addition, local WIC staff conducts immunization screenings and referrals to assure children are age-appropriately immunized and provides appropriate referrals to address the WIC participant's needs.

Telephone: (573) 751- 6204 or TEL-LINK (573) 835-5465

CHILD NUTRITION

It is estimated that 60 percent of children with special health-care needs have a need for nutrition services. Training is offered for providers of nutrition services as well as case coordinators who are entrusted with making appropriate referrals. Technical assistance and support is also provided to local agencies on child-nutrition issues.

Telephone: (573) 751- 6204

NUTRITION TRAINING INSTITUTE

The Nutrition Training Institute (NTI) enhances skills and knowledge of public health professionals in order to deliver effective nutrition education. The NTI assesses the training needs of community-based professionals and provides relevant nutrition-related training through seminars and workshops, via satellite, audio and videoconferences.

Telephone: (573) 751- 6204

PROGRAM FOR DIETETIC INTERNS

The Program for Dietetic Interns assures that Missourians have access to high quality, public-health nutrition services by recruiting and retaining qualified nutrition providers. The dietetic internship program is accredited by the Commission on Accreditation for Dietetics Education of the American Dietetic Association.

Telephone: (573) 751- 6204

SECTION FOR HEALTHY FAMILIES AND YOUTH

The Section for Healthy Families and Youth promotes optimal health by providing leadership to both the public and private sectors in

assessing health care needs of families and communities and assuring that the health system responds appropriately. This section is also responsible for developing policy; planning systems of care; and designing, implementing and evaluating programs to meet the health care needs of families in the state of Missouri. The primary units are the Bureau of Genetics and Healthy Childhood and the Bureau of Special Health Care Needs.

Telephone: (573) 751-6253

BUREAU OF GENETICS AND HEALTHY CHILDHOOD

The Bureau of Genetics and Healthy Childhood promotes and protects the health and safety of individuals and families based on their unique conditions, needs and situations and utilizes multiple programs within the bureau. The bureau achieves this by implementing prevention and intervention strategies to optimize an individual's health and environment from pre-pregnancy through adulthood. Related activities of the bureau encompass public and professional education; screening and follow-up services; surveillance; needs assessment; and resource identification and/or development. The bureau accomplishes its mission in collaboration with families, health care providers and other community, state and national partners.

Telephone: (573) 751-6266 or toll free (800) 877-6246

INJURY AND VIOLENCE PREVENTION PROGRAMS

INJURY PREVENTION PROGRAM

The Injury Prevention Program develops public policy, coordinates injury prevention interventions, collaborates with other agencies addressing injury causes and supports the collection and analysis of injury data. It also contracts with each of the nine local Safe Kids Coalitions to conduct primary injury prevention interventions in communities. These interventions frequently include safety fairs; car-seat installation demonstrations and inspections; and training for other safety professionals. The nine coalitions are in Jefferson City, Columbia, Hannibal, St. Louis, St. Charles, Springfield, Joplin, Cape Girardeau and Kansas City. The injury prevention program also contracts with the

University of Missouri to conduct the Think First Missouri Educational Program that provides primary prevention activities addressing the prevention of head and spinal cord injury.

Telephone: (573) 751-6266 or (800) 877-6246

MEDICAL EXAMINATION FOR VICTIMS OF RAPE PROGRAM

The Medical Examination for Victims of Rape Program provides reimbursement for medical examinations for rape victims when performed for the purpose of gathering evidence for prosecution and when the cost is not covered by other sources (e.g., insurance, Medicaid or Medicare) under certain conditions. These conditions are:

- victim consents in writing to the examination.
- report is made on a form approved by the attorney general.
- report is filed with the prosecuting attorney in the county where the rape occurred.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

RAPE PREVENTION AND SERVICES TO VICTIMS PROGRAM

The Rape Prevention and Services to Victims Program contracts with rape crisis centers and other community-based counseling agencies to provide services for:

- community education to dispel myths, give facts about rape as a crime of violence, explain society's view of the rape victim and offer precautions that can be taken to prevent some sexual assaults.
- professional education to train police and prosecuting attorneys how to deal with rape victims and train medical personnel how to collect medical evidence for prosecution, and how to deal with victims in a sincere and empathic manner.
- short-term and group counseling for victims and their families, including a volunteer to meet the victim at the hospital or help the victim through the legal system.
- a crisis hotline to accept reports of sexual assault or rape and

inform victims of appropriate resources in their community.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

SAFE-CARE NETWORK

The SAFE-CARE Network is composed of physicians and nurse practitioners who are trained to provide comprehensive, state-of-the-art medical evaluations to alleged victims of child sexual assault. The program responds to the need for a coordinated, effective response to child sexual assault and utilizes electronic linkages between SAFE-CARE Network providers to improve medical consultation in rural and underserved areas.

Telephone: (573) 715-6266 or toll-free (800) 877-6246

ADOLESCENT HEALTH PROGRAM

The Adolescent Health Program uses a combination of state and federal funds to contract for adolescent medicine consultation and educational programs for adolescents, parents, professionals and communities to improve the overall health status of adolescents. The statewide Council for Adolescent and School Health advises the Missouri Department of Health and Senior Services in assessing adolescent health needs and planning effective strategies to promote protective factors and reduce adolescent health risks. Services include:

- bi-monthly newsletter on best practices in adolescent health care disseminated to 6,000 health professions statewide.
- community-based, “parenting the adolescent” health projects.
- school health index grants for public schools to assess their physical activity and nutrition policies, programs and practices, and develop plans for improvement.

In addition, federal funding is used to promote abstinence-only education through schools and community-based organizations. The purpose of the program is to educate adolescents to delay involvement in sexual activity until marriage and decrease out-of-wedlock pregnancies, adolescent pregnancy and birth rates, and sexually transmitted diseases.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

SCHOOL HEALTH PROGRAM

The School Health Program provides contracts to public school districts and local public health agencies to establish or expand population-based health services for school-age children in defined geographic areas. The program focus is on increasing access to primary and preventive health care. An effort is made to assure an adequate nurse-to-student ratio. Technical assistance and consultation are available. The program is a collaborative effort of Missouri's Departments of Health and Senior Services, Elementary and Secondary Education, and Social Services.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

GENETIC SERVICES PROGRAM

The Genetic Services Program expands existing programs and develops new programs where needed to reduce the morbidity and mortality associated with genetic disorders. Information is provided to the public and medical professionals regarding genetic disorders and the availability of genetic services in Missouri. A referral network is maintained for individuals in need of diagnostic services, treatment, counseling and other genetic-related services.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ADULT CYSTIC FIBROSIS PROGRAM

The Adult Cystic Fibrosis Program provides assistance to individuals who are 21 years of age and older and have been diagnosed with cystic fibrosis. Applicants must meet the financial eligibility guidelines that are based on the U.S. Department of Health and Human Services' Poverty Income Guidelines at or below 185 percent. The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, home-medical equipment, emergency care and service coordination.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ADULT HEMOPHILIA PROGRAM

The Adult Hemophilia Program provides assistance to persons who

are 21 years of age and older and have been diagnosed with Hemophilia or Von Willibrand disease. Financial eligibility guidelines are based on the U.S. Department of Health and Human Services' Poverty Income Guidelines at or below 185 percent. The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, blood factor products, emergency care, home-medical equipment and service coordination.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ADULT SICKLE CELL ANEMIA PROGRAM

The Adult Sickle Cell Anemia Program provides services to participants who are 21 and older and have been diagnosed with sickle cell disease. Participants who meet the financial eligibility guidelines can receive inpatient services, outpatient services, emergency care, home-medical equipment and prescription medications. Financial eligibility guidelines are based on the U.S. Department of Health and Human Services' Poverty Income Guidelines at or below 185 percent.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

METABOLIC FORMULA DISTRIBUTION PROGRAM

The Metabolic Formula Distribution Program provides prescribed dietary formula to individuals with covered metabolic disorders such as Phenylketomuria (PKU) or Maple Syrup Urine Disease. Use of the dietary formula combined with a medically supervised diet eliminates or reduces the adverse consequences of the disorders.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

NEWBORN SCREENINGS

NEWBORN BLOOD SPOT SCREENING PROGRAM

The Newborn Blood Spot Program provides early identification and follow-up of phenylketonuria (PKU), galactosemia, congenital hypothyroidism, congenital adrenal hyperplasia, hemoglobinopathies, organic acid disorders, fatty acid oxidation disorders, and amino acid disorders that suggest the presence of disease in affected but

asymptomatic infants to ensure that either a repeat newborn screen or a confirmatory test has been done. In addition, infants found to be positive are referred to a system of health care.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

NEWBORN HEARING SCREENING PROGRAM

Since 2002, Missouri state law requires all babies born in Missouri to have their hearing tested before discharge from a hospital. The program seeks to screen every baby before three months of age and for those with hearing loss, and refer them to the First Steps Program for appropriate services by six months of age.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

SICKLE CELL ANEMIA PROGRAM

The Sickle Cell Anemia Program provides information to the public and health professionals about sickle cell disease and sickle cell trait and promotes and provides screening, testing, referral, education, counseling and follow-up services for Missouri citizens at risk for sickle cell disease.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

FOLIC ACID PROGRAM

The purpose of the Folic Acid Program is to increase the number of Missourians who are aware of the importance of folic-acid intake in helping to prevent certain birth defects, diseases and health conditions. This includes the development, implementation, dissemination and evaluation of nutrition education materials and information targeted for health professionals, minority audiences and the general population.

Telephone: (573) 751-6266

BREASTFEEDING PROGRAM

The purpose of the Breastfeeding Program is to improve the health of infants and their mothers through the promotion and support of breastfeeding initiation, exclusive breastfeeding for the first six months of life and continuing for at least the first year of life. In addition, this

program provides technical assistance, training and educational materials to health providers and the general public regarding breastfeeding and prenatal nutritional supplementation appropriate for all infants.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

HOME VISITING PROGRAMS

BUILDING BLOCKS OF MISSOURI PROGRAM

The Building Blocks Program is a prenatal and early childhood nurse-home-visiting program based on the David Olds' Model (Nurse-Family Partnership). This model was first implemented in a scientifically controlled study in Elmira, N.Y. more than 25 years ago, later replicated in Memphis, Tenn. and Denver, Colo., and is now being simulated in several states across the United States. Participants in the program are low income, first-time mothers who enter the program prior to the 28th week of pregnancy. In the program, nurse-home visitors work with the women and their families in their homes during pregnancy and the first two years of the child's life to accomplish three goals. These goals are to improve:

- pregnancy outcomes by helping women practice sound health-related behaviors including decreasing the use of cigarettes, alcohol and illegal drugs and by improving their nutrition;
- child health and development by helping parents provide more responsible and competent care for their children; and
- families economic self-sufficiency by helping parents develop a vision for their own future, continue their education and find jobs.

The program is currently implemented in the Southeast and Kansas City regions of Missouri.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

MISSOURI COMMUNITY-BASED HOME VISITING PROGRAM

The Missouri Community-Based Home Visiting Program utilizes the Families at Risk model that was developed by the University of

Missouri/Sinclair School of Nursing in collaboration with the Missouri Department of Health and Senior Services. The model utilizes nurses and paraprofessionals and provides intensive sustained visits and community services over a long period (two to three years) with a small number of families. The goals of this program are to increase healthy pregnancies and positive birth outcomes and decrease child abuse and neglect through home-based services. The program provides assessments, education, referrals and case management for Missouri families most at risk. The target population is specific for each individual site but addresses the needs of families in the specific geographic area who are most at risk of infant mortality or morbidity and child abuse or neglect.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

FETAL ALCOHOL SYNDROME PROJECT

The Missouri Fetal Alcohol Syndrome Rural Awareness and Prevention Project (MOFASRAPP) is a collaboration between state government, academic researchers, service providers and medical professionals who are working together to reduce the number of alcohol-exposed pregnancies and reduce the number of children diagnosed with Fetal Alcohol Syndrome. Those involved in the collaboration are also working to develop an integrated-systems framework that includes education of health care providers, individual and community-level treatment, resources for families and public health surveillance.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ALCOHOL, TOBACCO AND OTHER DRUG PREVENTION AND AWARENESS (ATOD P&A) PROGRAM

The program targets the prevention and/or reduction of the incidence of alcohol, tobacco and other drugs in the preconceptional and prenatal periods.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

BUREAU OF SPECIAL HEALTH CARE NEEDS

Special Health Care Needs utilizes a combination of state and

federal funds to provide services for children and adults with disabilities, chronic illnesses and birth defects. Services include assessment, treatment and service coordination.

The activities of Special Health Care Needs are focused around National Performance Measures and the six Key Systems Outcomes of the Division of Services for Children with Special Health Needs (DSCSHN), Maternal and Child Health Bureau (MCHB), Health Resources and Services Administration (HRSA), and U.S. Department of Health and Human Services (DHHS).

Goals include:

- families of individuals with special health care needs will partner in decision-making at all levels and will be satisfied with the services they receive.
- all individuals with special health care needs will receive coordinated, ongoing, comprehensive care within a medical home.
- all families of individuals with special health care needs will have adequate private and/or public insurance to pay for the services they need.
- all individuals will be screened early and continuously for special health-care needs.
- community-based systems will be organized so families can use them easily.
- all youth with special health care needs will receive the services necessary to make transitions to all aspects of adult life, including health care, education, and independence.

Telephone: (573) 751-6246 or toll-free (800) 451-0669

ADULT HEAD INJURY PROGRAM

The Adult Head Injury Program provides assistance in locating, coordinating, and purchasing rehabilitation and psychological services for individuals 21 years of age and older who have survived a traumatic brain injury (TBI). TBI is defined in Statute RSMo 192.7.35 as “a sudden insult or damage to the brain or its coverings, not of a degenerative nature. Such insult may produce an altered state of

consciousness and may result in a decrease of one (1) or more of the following: mental, cognitive, behavioral or physical functioning resulting in partial or total disability. Cerebral vascular accidents, aneurysms and congenital deficits shall be specifically excluded from this definition.”

The Adult Head Injury Program provides two types of services: service coordination and rehabilitation services. Service coordination is provided statewide and is available free of charge, regardless of the survivor’s financial status. Rehabilitation services are available for survivors whose income is 185 percent of Federal Poverty Guidelines or lower, and when there are no other payers for these services.

Telephone: (573) 751-6246 or toll-free (800) 451-0669

HEALTHY CHILDREN AND YOUTH-ADMINISTRATIVE CASE MANAGEMENT

The Healthy Children and Youth Program, nationally known as the Early Periodic Screening, Diagnosis, and Treatment (EPSDT) Program, provides authorization for medically necessary services for Missouri Medicaid recipients with special health-care needs from birth to the age of 21. The objectives of this program are improved access to health services; increased frequency of health screenings; improved provider participation in Medicaid; and expansion of diagnostic and treatment services. Administrative case management is accomplished by community health nurses located throughout the state who provide service coordination and identify services. Service coordination includes assessment through home visits, and links to services and resources that enable participants to remain safely in their homes with their families. Approved services may include in-home personal care, in-home nursing care, case management and skilled nursing visits.

Telephone: (573) 751-6246 or toll-free (800) 451-0669

HOPE SERVICES PROGRAM

Referred in Missouri State Statute as “Crippled Children’s Service (CCS),” the Hope Program provides assistance for children under the age of 21 who meet financial and medical eligibility guidelines. Financial eligibility requires income that is 185 percent of Federal

Poverty Guidelines or lower. This program focuses on early identification of children with special needs; funding for preventive, diagnostic and treatment services; and provision of service coordination activities for families. The Hope Program is the payer of last resort. Service coordination is provided statewide, through regional contracts. Telephone: (573) 751-6246 or toll-free (800) 451-0669

PHYSICAL DISABILITIES WAIVER PROGRAM

The Physical Disabilities Waiver Program provides authorization for home and community-based services to individuals with serious and complex medical needs who have reached the age of 21 and are no longer eligible for in-home care services available through the Healthy Children and Youth Program. The waiver is designed to provide a cost-effective alternative to placement in an intermediate care facility for the mentally retarded/developmentally delayed. Administrative case management is accomplished by community health nurses located throughout the state who provide service coordination and identify services. Service coordination includes assessments through home visits, and links to services and resources that enable participants to remain safely in their homes with their families. Approved services may include in-home personal care, in-home nursing care and medical supplies.

Telephone: (573) 751-6246 or toll-free (800) 451-0669

SECTION FOR DISEASE CONTROL AND ENVIRONMENTAL EPIDEMIOLOGY

The Section for Disease Control and Environmental Epidemiology is the principal section involved in the investigation of the cause, origin, and method of transmission of communicable (or infectious) diseases and environmentally related medical conditions. The interrelated services focus on surveillance of diseases and the environment, upon which appropriate prevention and control interventions are based, including responses to disease outbreak situations. Included are specific responsibilities related to immunizations, tuberculosis, sexually transmitted diseases, HIV/AIDS, other communicable diseases, food and water-borne illnesses, zoonoses (diseases that humans contract from

animals), emerging infections such as SARS, Monkeypox, and West Nile Virus, food safety and protection, environmentally related health hazards (such as elevated blood lead levels) and hazardous substance control. The primary units are the Bureau of Environmental Epidemiology; the Bureau of Communicable Disease Control and Prevention; the Bureau of Immunization Assessment and Assurance; and the Bureau of HIV, STD and Hepatitis.

The section is integral to the Department of Health and Senior Services' emergency responses to public health emergencies and natural disasters, including biological, chemical and radiological terrorism. The section assures rapid detection through a comprehensive surveillance system operated by public health staff prepared through expertise and training to detect diseases/conditions that may indicate an emergency/bioterrorism event. Rapid response is assured through emergency response planning by public health staff deployed strategically and prepared through expertise and training to respond to a possible emergency/bioterrorism event.

Telephone: (573) 751-6141

Division Toll-Free Number: (866) 628-9891

Disease Reporting Toll-Free Number: (800) 392-0272

BUREAU OF ENVIRONMENTAL EPIDEMIOLOGY

The Bureau of Environmental Epidemiology is involved in the investigation and prevention of illnesses and medical conditions related to the environment. The bureau's efforts focus on illnesses and medical conditions associated with exposure to chemical, bacteriological and physical agents in our environment and in water we consume.

Services include:

- conducting epidemiological studies, identifying environmental surveillance data needs, designing data collection processes/systems, developing and maintaining data systems and datasets, analyzing and interpreting data at regular intervals to track trends and providing regular reports on these analyses.
- preparing seasonal heat advisories.

- preparing an annual fish-consumption advisory in conjunction with the Missouri Department of Natural Resources and Missouri Department of Conservation.
- performing and evaluating health and quantitative risk assessments of hazardous waste sites and various work environments.
- maintaining a register of persons potentially exposed to dioxin.
- implementing the state Childhood and Adult Lead Poisoning Prevention Programs and administering lead grants from the Centers for Disease Control and Prevention and the Environmental Protection Agency.
- responding to all radiological emergencies.
- providing professional and public technical assistance/education to local public health agencies, health care providers, industry stakeholders, and the public on a variety of environmental public health issues such as indoor air quality, radon and exposure to hazardous substances.
- working in partnership with the Agency for Toxic Substances Disease Registry, Tulane University, the Department of Natural Resources, the City of St. Louis, and other agencies and organizations on childhood blood lead and environmental hazardous identification and reduction.

Telephone: (573) 751-6102

Staff also located in:

Independence (816) 350-5400

Springfield (417) 895-6900

BUREAU OF COMMUNICABLE DISEASE CONTROL AND PREVENTION

The Bureau of Communicable Disease Control and Prevention is dedicated to the prevention and control of various communicable diseases.

Services include:

- conducting epidemiological studies, identifying communicable disease surveillance-data needs, designing data collection processes/systems, developing and maintaining data systems and datasets, analyzing and interpreting data at regular intervals to track trends and providing regular reports on these analyses.
- assuring the safety and protection of food to minimize the potential risk of food-born illnesses by working in partnership with the U.S. Food and Drug Administration to assure food products are manufactured, stored and distributed in a safe, wholesome manner, assuring inspection of food establishments for compliance with sanitation codes and standards, reviewing plans for new food facilities, and assuring that salvage operations do not allow food products potentially harmful to human health to enter commerce.
- certifying food sources located in Missouri for interstate and international transport.
- consulting with local health officers, practicing physicians and others regarding diagnosis and control measures for specific communicable diseases.
- providing guidelines/recommendations, training and technical assistance/consultation to local public health agencies on coordination of disease outbreak investigations, disease investigation control activities, food sanitation, and analysis of data.
- assuring rapid response to public health emergencies and natural disasters, including bioterrorism events.
- acting as a liaison with other agencies such as the Missouri Department of Agriculture to maintain current knowledge of diseases and environmental conditions occurring in animal populations that may affect humans.
- providing prescribed drugs for the treatment of tuberculosis (TB) disease or infection, as well as tuberculin skin-testing materials for use in contact-testing programs and coordinating TB case management efforts.
- providing assistance to local health officials in the screening and treatment of public health conditions in newly arriving refugees.

- collaborating with other programs within the Missouri Department of Health and Senior Services, other state and federal agencies and community-based organizations in emergency event planning and response.

Telephone: (573) 751-6113

Staff also located in:

Independence (816) 350-5400

Cameron (816) 632-2107

St. Louis (314) 877-2800

Poplar Bluff (573) 840-9720

Springfield (417) 895-6900

BUREAU OF HIV, STD, AND HEPATITIS

The Bureau of HIV, STD, and Hepatitis provides comprehensive prevention, intervention, care, and surveillance programs targeting HIV/AIDS, syphilis, gonorrhea, chlamydia, Hepatitis B (including perinatal HBV), and Hepatitis C.

Services include:

- consulting with local health officers, practicing physicians and others regarding diagnosis, treatment, and control measures for HIV, certain STDs, and Hepatitis B and C.
- providing guidelines/recommendations, training and technical assistance/consultation to local public health agencies and community-based providers on HIV disease, certain STDs, and Hepatitis B and C, and coordination of disease outbreak investigations, disease investigation control activities and analysis of data.
- providing HIV counseling, testing, and referrals for care.
- providing HIV/STD/hepatitis outreach, health education and risk-reduction programs statewide.
- collaborating with community members, community-based organizations, and other stakeholders throughout the state who serve on the HIV/STD Prevention Community Planning Group and various other advisory bodies.

- collaborating with local, state, and federal agencies as well as community-based organization to ensure comprehensive health care and supportive services to individuals living with HIV/AIDS through a statewide case management system.
- administering the AIDS Drug Assistance Program (ADAP), Ryan White Title II, Housing Opportunities for People With AIDS (HOPWA), and Medicaid AIDS Waiver services to eligible low-income Missourians living with HIV who have no other access to health care and supportive services.
- conducting epidemiological studies, identifying communicable disease surveillance-data needs, designing data collection processes/systems, developing and maintaining data systems and datasets, analyzing and interpreting data at regular intervals to track trends and providing regular reports on these analyses.
- coordinating the perinatal Hepatitis B program, in which pregnant women carrying Hepatitis B are followed through delivery so newborns are treated to prevent transmission of the disease to them.

Telephone: (573) 751-6439

Staff also located in:

Independence	(816) 350-5400
Macon	(660) 385-3125
Columbia	(573) 882-9861
Poplar Bluff	(573) 840-9720
Springfield	(417) 895-6900
St. Louis	(314) 877-2800

BUREAU OF IMMUNIZATION ASSESSMENT AND ASSURANCE

The Bureau of Immunization, Assessment and Assurance operates through a grant from the Centers for Disease Control and Prevention (CDC) and provides vaccine for eligible Missouri children through the Vaccines for Children (VFC) Program. The state's success at ensuring Missouri's children are up-to-date with recommended vaccines is

monitored through clinical, school, and day care assessments by field staff and the immunization registry. Vaccine safety is monitored by site visits of field staff to VFC provider clinics and county health departments. In addition, yearly influenza outbreaks are monitored through the Sentinel Physician's Network. These Missouri physicians provide specimens to the state public health laboratory for validation of influenza.

Services include:

- visiting all public and private VFC providers to assess compliance with vaccine storage and handling guidelines and assessing the clinic's childhood immunization coverage rates. Field staff develops a quality improvement action plan in conjunction with clinic staff and provides ongoing support and follow-up to ensure success.
- providing education and information to the public, as well as to private and public health care providers, about appropriate administration, storage and handling of vaccines for children, adolescents and adults.
- conducting surveys with all school and daycare providers to assure compliance with state immunization requirements.
- administering the Vaccines for Children program, which provides free vaccine for Medicaid, uninsured, underinsured, Native American, Alaskan Native and Pacific Islander children.
- working in conjunction with the Division of Senior and Disability Services, Medicare, and local advocacy groups to improve influenza and pneumococcal immunization rates for elderly Missourians.
- working with local public health departments, hospitals, clinics, and other flu-vaccine providers to ensure that all flu vaccine is available for as many Missourians as possible each year.
- managing and promoting an electronic registry database designed to hold immunization records for all Missourians.

Telephone: (573) 751-6124

Staff also located in:

Independence (816) 350-5400

Cameron	(816) 632-2107
Poplar Bluff	(573) 840-9720
Springfield	(417) 895-6900
St. Louis	(314) 877-2800

PUBLIC HEALTH PRACTICE AND ADMINISTRATIVE SUPPORT SECTION

The Public Health Practice and Administrative Support Section promotes better understanding of health problems and needs in Missouri and assists the division in many functions including initiation and maintenance of surveillance systems, data management and reporting; collection of birth and death information; coordination of specific grants; public information dissemination; and fiscal services. The section also issues certified copies of Missouri birth and death records. These support services are available through the Office of Community Health Information; Bureau of Health Informatics; Grants Development, Management and Evaluation Unit; Bureau of Vital Records; and Bureau of Fiscal Services.

Telephone: (573) 526-2787

OFFICE OF COMMUNITY HEALTH INFORMATION

The Office of Community Health Information is responsible for promoting health information for the division. The staff serves as an integral part of such preventive health care programs as the smoking cessation campaign, cancer detection programs, treatment and management of obesity programs, and child nutrition assistance and education services. Avenues of communication implemented by this unit include: Web site development, marketing campaigns, news releases, brochures, conference exhibits, and broadcast programs.

Telephone: (573) 526-7811

TEL-LINK

TEL-LINK is the department's toll-free telephone line for maternal,

child and family health services. The purpose of TEL-LINK is to provide information and referrals to Missouri residents concerning a wide range of health services. All callers are given referral telephone numbers and then are transferred immediately to the appropriate agency or treatment center. TEL-LINK can connect callers to services for: women, infants and children (WIC), Medicaid, immunizations, children with special health care needs, child care, child support, prenatal care, prenatal drug abuse, non-emergency medical transportation (Medicaid only), alcohol and drug abuse, sexual assault or rape and family violence, etc. Calls, which are confidential, are answered from 8 a.m. to 5 p.m., Monday through Friday. Recorded messages are taken after 5 p.m. on weekdays and throughout the day and night on weekends and state holidays.

Telephone: toll-free (800) 835-5465

BUREAU OF HEALTH INFORMATICS

The Bureau of Health Informatics (BHI) is a unit within the Division of Community and Public Health in the Public Health Practice and Administrative Support Section. The bureau collects, analyzes and distributes health-related information that promotes the better understanding of health problems and needs in Missouri, and spotlights improvements and progress achieved in the general health status of Missourians. Data generated by the bureau aid and guide the planning, development, and evaluation of programs and services of the department as well as the health-related activities of other agencies, institutions and organizations.

General services of the bureau include:

- maintaining the needed Vital Statistics infrastructure and data to analyze and disseminate the health status of Missourians.
- providing specific statistical publications and preparing, editing, and publishing other reports for the department.
- disseminating these data via the Web and other media.

Surveillance activities include:

- tracking selected indicators.
- disseminating data reports.

- analyzing and interpreting health data.
- providing guidance as to how the data products are intended to be used.

Telephone: (573) 751-6272

THE SURVEILLANCE & RESEARCH UNIT:

- coordinates data collection using the Behavioral Risk Factor Surveillance System.
- tracks the prevalence of chronic disease-related characteristics.
- monitors progress toward national health objectives related to decreasing high-risk behaviors, of persons aged 18 years and older.
- monitors the incidence of fetal alcohol syndrome in children.
- analyzes infant and fetal death records. The results of these analyses are used by the Fetal and Infant Mortality Review staff to develop recommendations for community change, if appropriate, to reduce fetal and infant mortality.
- provides analysis of the growth, anemia, and breastfeeding status and trends of children in federally funded child health and nutrition programs such as the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) to monitor progress toward national health objectives and to evaluate interventions to improve the nutritional health of children.
- monitors death certificates, relevant birth or fetal death certifications and medical records to assist in the determination of potential, preventable pregnancy-associated deaths.
- analyzes behavioral and nutritional risk factors among pregnant and postpartum women in public health programs to monitor progress toward national health objectives and evaluate interventions designed to improve the nutritional health of the women of childbearing age.

Telephone: (573) 751-6272

THE PROGRAM DATA & STATISTICAL SUPPORT UNIT:

- collects data for special projects related to chronic diseases.
- provides analysis of data related to diabetes, hypertension, heart disease, stroke, asthma and other chronic diseases.
- documents evaluation of interventions targeted to improve health outcomes for chronic diseases.
- assists in the design, data collection and analysis of surveys.
- prepares reports and other information for dissemination by the chronic disease program staff.
- compiles data for publication on the department's Web site.
- prepares special reports for the department and other public health groups to document the health status of Missourians.

Telephone: (573) 751-6272

THE HEALTH INFORMATICS RESOURCES UNIT:

- collects income-statement and balance-sheet information for Missouri hospitals. This information is compiled and published on the department's Web site.
- collects data on outpatient procedure charges for Missouri hospitals and ambulatory surgery centers. This information is compiled and published on the department's Web site.
- coordinates the development and publication of data on the department's Web site. The bureau designs, develops and maintains Web pages for the entire department, along with building and maintaining Web applications, such as a Missouri Information for Community Assessment (MICA) and the Bureau of Narcotics and Dangerous Drugs (BNDD) Controlled Substance Registrants.
- answers special requests for information from the various data systems maintained by the bureau.

Telephone: (573) 751-6272

THE HEALTHCARE DATA ANALYSIS UNIT:

- supports the Injury Prevention Initiatives Program by studying the incidence of deaths and hospitalizations due to injury, and analyzing data to determine groups at high risk for injuries.
- assists the state Bureau of Emergency Medical Services (EMS) by analyzing data from the ambulance trip ticket data set, the Head and Spinal Cord Injury Registry (HSCI), and the Trauma Registry.
- links Statewide Traffic Accident Records System (STARS) motor vehicle-crash data to Patient Abstract System (PAS) hospital-inpatient and emergency-room data to study the medical and cost outcomes of motor-vehicle crashes.
- answers requests for data related to injuries.
- analyzes hospital and ambulatory surgical centers' patient abstract data.
- prepares and publishes reports based on hospital and ambulatory surgical center (ASC) patient abstract data.
- prepares and publishes consumer guides on hospitals and managed care.
- answers requests for data related to hospitalizations, emergency room visits, and outpatient surgeries.
- prepares injury data and various categories of patient abstract data (hospitalizations, emergency room visits, inpatient/outpatient procedures, charges and length of stay) for the Web-based Community Health Profiles and the Missouri Information for Community Assessment (MICA).
- collects, analyzes, and reports data related to nosocomial infections.

Telephone: (573) 751-6272

THE VITAL STATISTICS UNIT:

- provides technical assistance for the processing of vital statistics (births, deaths, marriages, dissolutions of marriages, fetal deaths and abortions).

- provides Missouri data on vital statistics to the National Center for Health Statistics (NCHS).
- prepares and publishes Monthly Vital Statistics for use by health-related agencies, universities, libraries, news media and interested citizens.
- prepares and publishes Missouri Vital Statistics, an annual report of vital events in the state.
- answers requests for vital statistics, population, and other health data by accessing computer data files or reference material.
- prepares and publishes special reports based on vital records data and other data sources for use in program planning and evaluation.
- prepares vital statistics data for availability on the Web in the form of different community profiles (e.g., Maternal, Infant and Child Health Profile, Cause of Death Profile) and an application where the end user can develop their own tables (Missouri Information for Community Assessment (MICA) – e.g., birth, pregnancy and death MICAs).
- maintains the Missouri Birth Defects Registry.
- prepares health profiles for hazardous waste sites.
- links various data sets (e.g., Medicaid, patient abstract records) to the birth data set for various reports and studies.
- provides consultant services regarding statistical phases of programs, projects and studies to agencies or individuals who request health data.
- publishes Missouri Population Estimates, an annual publication giving population estimates by county, age and sex.

Telephone: (573) 751-6272

GRANTS DEVELOPMENT, MANAGEMENT AND EVALUATION UNIT

The Grants Development, Management and Evaluation Unit coordinates a range of functions to assist the division in achieving better health outcomes through its community health initiatives. These

functions include:

- grant development and management of the Maternal and Child Health and Preventive Health and Health Services block grants and the State Systems Development Initiative grant.
- design/support of continuous quality improvement teams to improve outcomes and reduce operational costs.
- evaluations of community health programs, and coordination of program and multi-agency evaluations performed externally with outside contractors and statewide need/capacity assessments.
- contracts and memorandums of understanding related to support required for major surveillance systems managed by the Department of Health and Senior Services.

Telephone: (573) 751-8394

BUREAU OF VITAL RECORDS

The Department of Health and Senior Services serves as the state archive for vital records, a statutory responsibility fulfilled by the Bureau of Vital Records.

The bureau:

- maintains the central registry of births, deaths, and fetal deaths for the State of Missouri.
- maintains reports of marriages and divorces for the State of Missouri.
- maintains a Putative Father Registry.
- prepares new certificates as instructed by court order or as a result of adoption or legitimation.
- issues certified copies of births, deaths, fetal reports and statements relating to marriages and divorces.
- corrects or amends vital records as authorized by state law.
- conducts workshops and trainings for hospital personnel and local public health agencies to ensure the complete, accurate, and timely filing of vital records.

- conducts workshops and provides technical assistance to funeral directors, medical examiners/coroners, and physicians to ensure that death records are properly completed, legible and promptly filed.
- provides vital records for use in the preparation and publication of vital statistics data for national, state, and local levels.

Telephone: (573) 751-6387

BUREAU OF FISCAL SERVICES

The Bureau of Fiscal Services provides leadership and oversight of fiscal management systems for the division. It serves as the primary contact for the division's programs and operations on fiscal issues. The office provides leadership in the development of the division's budget and assures that fiscal resources contribute positively to the achievement of division's strategic goals. In addition, the office provides training to programs in all aspects of fiscal management including budget, grant preparation and management, expenditure tracking, fiscal note and decision item preparation, contracts, contract monitoring, and purchasing and procurement.

Telephone: (573) 751-6079

DIVISION OF SENIOR AND DISABILITY SERVICES

The Division of Senior and Disability Services serves as the State Unit on Aging and carries out the mandates of the State of Missouri regarding programs and services for seniors and adults with disabilities. Mandates for the division include oversight and implementation of programs designed to maximize independence and safety for adults who choose to remain independent in the community by administering state and federal community-based programs. In coordination with the department director, the division advises legislators, advocates, state agencies and other organizations and individuals regarding services and available data. The division has four bureaus: 1) program oversight, 2) policy and budget

recommendations, 3) research and program initiatives, and 4) implementation of state and federal programs. It also has a Central Registry Unit that receives and tracks reports of adult abuse, neglect and exploitation, and distributes the reports for investigation.

Telephone: (573) 526-3626

CENTRAL REGISTRY UNIT

The Elder Abuse and Neglect Hotline responds to reports of alleged abuse, neglect or financial exploitation of persons 60 years of age or older and other eligible adults between age 18 and 59.

Reports of abuse, neglect or other complaints regarding long-term care facilities are also registered at the Elder Abuse and Neglect Hotline. Investigations are completed by long-term care survey staff around the state.

The hotline, **800-392-0210**, operates 24 hours per day, 365 days per year.

BUREAU OF PROGRAM INTEGRITY

The Bureau of Program Integrity is responsible for the interpretation, development, implementation and maintenance of Missouri protective services and case-management policies. Staff within the bureau interprets and promulgates state regulations, and coordinates and develops protocols and operating procedures to maximize efficiency and effectiveness on behalf of management and sister-state agencies in the provision of adult protective and home and community-based services. The bureau provides oversight, support and program evaluation to management in the administration of the Aged and Disabled Medicaid Waiver in coordination with the Department of Social Services/Division of Medical Services. The bureau also oversees the development and improvement of information systems used to track statistical information, including reimbursement of care authorized by social service workers. Policy interpretation and technical assistance is provided to field staff, management, supervisors, aging stakeholders and other interested individuals. Policies are developed in compliance with the Division of Medical Services and Division of Senior and Disability Services' Code of State Regulations, state and federal

statutes, guidelines and rules.

Telephone: (573) 526-8557

BUREAU OF QUALITY ASSURANCE

The Bureau of Quality Assurance conducts formal reviews, provides technical assistance, and conducts complaint investigations involving employees/attendants of in-home services providers and vendors who deliver services to clients of the Division of Senior and Disability Services. Under the direction of the bureau chief, staff:

- conducts on-site reviews and quality assurance reviews of provider files and conducts interviews of provider staff to determine the effectiveness and compliance of programs and services offered to elderly and disabled individuals.
- conducts on-site technical assistance visits and revisits of provider vendors.
- conducts on-site complaint investigations upon receipt of provider complaints.
- provides education and training for in-home service providers/vendors and their staff, and participates in quarterly regional in-home services provider/vendor meetings.

Telephone: (573) 526-8546

BUREAU OF HOME AND COMMUNITY SERVICES

Staff in the Bureau of Home and Community Services (HCS) is responsible for services and programs directly administered by the division involving eligible persons 60 years of age or older and adults with disabilities between the ages of 18 and 59. Generally, to be eligible for services, adults must meet specific guidelines pertaining to protective, economic, and social care needs. Through a comprehensive investigative or assessment process, the division determines the intervention and/or services necessary to meet the needs of each eligible adult.

The Bureau of Home and Community Services' professionally trained social service workers and long-term care specialists carry out state mandates for direct services to adults in Missouri. Under the direction of the HCS

bureau chief, field staff:

- investigates all reports of elder abuse, neglect and exploitation of non-institutionalized elderly.
- intervenes on behalf of eligible adults believed to be at risk of injury or harm, which includes preparing cases for litigation based on investigative findings.
- informs individuals considering long-term care about care options to ensure they have the ability to make a decision about their care and care settings.
- provides case management services to individuals who require assistance to remain in their homes, including intake and screening, assessment, service planning and authorization, care monitoring, eligibility reassessment, adjustments to care plans and discharge.
- authorizes in-home services in the home or community under the Missouri Care Options (MCO) program through state and federal funding, which includes basic and advanced personal care, homemaker, chore, authorized nursing visits, counseling, basic and advanced respite, home-delivered meals and adult day health care.
- oversees care plans developed in conjunction with seniors and persons with disabilities in their homes who are screened and determined to be medically eligible for nursing facility care and are Medicaid eligible (or potentially Medicaid eligible).
- coordinates with other organizations involved in care planning--including state (SSBG/GR) and Medicaid funded in-home services, home health, and local community resource providers--on behalf of clients to strengthen the support system necessary to maintain independence and ensure the highest available quality-of-service delivery.

Telephone: (573) 526-8537

Home and Community Services' regional offices across the state provide oversight to social service workers and long-term care specialists in 114 Missouri counties and the City of St. Louis.

Region 1 – Springfield

Douglas Henry
(417) 895-6456

Region 2 – Cape Girardeau

Bonnie Eulinberg
(573) 290-5211

Region 3 – St. Louis

Mike Nickel
(314) 340-7300

Region 4 – St. Joseph

Steve Hurt
(816) 387-2100

Region 5 - Macon

Cindy Hufstedler
(573) 884-2310

BUREAU OF SENIOR PROGRAMS

The Bureau of Senior Programs is responsible for oversight of fiscal notes, budget recommendations, and interdepartmental activities on behalf of the division, and ensures the effective and efficient management of state and local activities associated with the Older Americans Act. As a result of the 1973 amendments to the Older Americans Act, states must designate planning and service areas to develop and implement programs and services for older persons at the local level. Missouri has ten Area Agencies on Aging (AAAs), each responsible for providing services and overseeing programs within specifically defined geographic boundaries. Within the mandates of the Act, priority is given to serving older adults in the greatest social and economic need with a focus on serving low-income and minority elderly.

Under the direction of the bureau chief, staff:

- conducts periodic monitoring reviews of the local programs to verify compliance with state and federal guidelines and validates program and service effectiveness.
- provides training and technical assistance to AAA staff and boards as requested, keeping them apprised of new developments in the aging field, and federal and state policies and procedures.

Each AAA is allowed flexibility in providing the services most needed within its planning and service area. Each AAA:

- is required to submit an area plan for review and approval in order to receive funding to carry out various provisions of the Older Americans Act at the local level.

- administers a nutrition program - both congregate and home-delivered meals, including nutrition education activities.
- provides funding for access services, legal services, and in-home services. Access services include transportation and Information and Assistance (I&A), and general outreach and advocacy activities. (In-home services include homemaker, chore, personal care, and respite.)
- provides disease prevention and health promotion activities or services to encourage the employment of older workers, services to support family caregivers, ombudsman services, and information about the prevention of abuse, neglect, and exploitation of seniors.
- may also provide one or more of the following services: minor home modification, counseling, adult day care, telephone reassurance, friendly visiting, case management, and volunteer recruitment.

Telephone: (573) 526-3625

DIVISION OF REGULATION AND LICENSURE

BOARD OF NURSING HOME ADMINISTRATORS

The Board of Nursing Home Administrators consists of ten individuals appointed by the director of the Department of Health and Senior Services. The Board is in charge of testing and licensing that allows an individual to serve as a nursing home administrator in a skilled, intermediate care or residential care II facility. The Board also approves and monitors continuing education programs; audits license renewal applications and renews the license of qualified licensees; and, conducts hearings affording due process of law, upon charges calling for discipline of a licensee. The Board's authority comes from Chapter 344, RSMo.

Telephone: (573) 751-3511

BUREAU OF CHILD CARE

The Bureau of Child Care is responsible for the licensing of family childcare homes that provide childcare for up to ten children, group childcare homes for 11-20 children and child daycare centers of 20 or more children, dependent upon available space, staff qualifications and other requirements. The services of the bureau with regard to licensed childcare facilities include:

- receiving inquiries from potential childcare providers and providing pre-application consultation on the licensing rules.
- inspections to determine compliance with licensing rules and issuing licenses.
- monitoring the facilities to ensure ongoing compliance with the licensing rules.
- receiving and investigating complaints about facilities.
- facilitating action against licenses when childcare providers do not meet the requirements of the licensing rules or when the health and safety of children is threatened. This may include denial of the application, suspension or revocation of the license or filing for injunctive relief if there is a threat of imminent bodily harm to the children in care.
- receiving and investigating complaints on persons providing care for more than four unrelated children without a license.
- implementing fire safety and health inspections for half-day nursery schools and childcare facilities operated by religious organizations.
- The Bureau of Child Care staff is located in offices across the state. There are staff members in Jefferson City, Columbia, Macon, Springfield, St. Louis, Independence, Cameron, Poplar Bluff and Cape Girardeau.

Telephone: (573) 751-2450

OFFICE OF STATE OMBUDSMAN FOR LONG-TERM CARE

The Office of State Ombudsman for Long-Term Care facility residents consists of the state ombudsman, nine regional ombudsman

coordinators (who are employees or contractors of the Area Agencies on Aging), and volunteers who visit at least four hours a week in a specific long-term care facility. An ombudsman is someone who “speaks on behalf of another.” Therefore, ombudsmen represent the interests of residents. Ombudsmen help empower residents to resolve complaints.

The program also provides educational programs, and information and referral to the public regarding issues dealing with long-term care facilities.

Telephone: (573) 526-0727 Toll-Free: (800) 309-3282

ENVIRONMENTAL REGULATION AND LICENSURE UNIT

The Environmental Regulation and Licensure Unit is involved in the administration of environmental sanitation programs in accordance with Missouri statutes.

Unit services include the following:

- review applications and qualifications to determine compliance with lead licensing rules, and issue licenses and photo identification badges. There are currently six categories of lead licenses: lead abatement workers, lead abatement supervisors, lead inspectors, risk assessors, project designers and lead abatement contractors (firms).
- administer examinations for the licensure of lead abatement supervisors, lead inspectors, and risk assessors.
- conduct inspections of lead abatement worksites to determine compliance with licensure regulations and work practice standards/regulations.
- review lead training provider applications and curricula to determine compliance with accreditation regulations, and grant accreditation of lead training providers.
- conduct audits of lead training providers to determine compliance with accreditation regulations.
- receive and investigate complaints of unlicensed individuals and contractors conducting lead abatement and/or lead-based paint detection activities, lead abatement and/or lead-based paint detection of activities improperly conducted, and complaints on lead training providers.
- provide lists of licensed individuals to the public.

- provide information on lead abatement methods.
- provide technical assistance to local public health agencies on a variety of environmental public health issues.
- conduct sanitation ratings of all grade-A milk supplies, and certify them for sale in accordance with the Interstate Milk Shippers Agreement.
- assist in training for milk haulers.
- provide training to milk inspection personnel.
- provide oversight to the State Milk Board.
- provide technical assistance for general sanitation.
- provide consultation on recreational water supplies, including swimming pools.
- provide public health response to any emergencies affecting lodging safety and private water.
- review applications and inspections to determine compliance of the new lodging rule, assuring sanitation and safety of commercial lodging establishments.
- issue licenses to those commercial lodging establishments that comply.
- provide training to local public health agencies and industry on lodging regulations.
- provide information to industry and public via the Internet.
- permit and inspect new construction and repairs of On-site Wastewater Treatment System (OWTS) facilities in compliance with state standards in 11 counties.
- contract with local public health agencies for permitting new construction and repairs of OWTS facilities in compliance with state standards in 43 counties.
- provide technical assistance to county and municipal agencies that permit new construction and repairs of OWTS facilities under local on-site sewage ordinances.
- review applications and qualifications for OWTS professionals to determine compliance with rules, and issue registration and licenses. There are currently five categories of OWTS registration and licenses: OWTS installers, advanced OWTS installers, on-site soil evaluators, percolation testers, and private OWTS inspectors/evaluators (real estate related).

- review OWTS professional training provider applications and curricula to determine compliance with certification requirements, and certify OWTS training providers.
- provide training courses for OWTS installers, advanced installers, inspectors/evaluators and local regulatory agency staff.
- administer examinations for the on-site soil evaluators.
- provide lists of registered and licensed individuals to the public.
- monitor OWTS training providers to determine compliance with certification requirements.
- receive and investigate complaints on unregistered or unlicensed individuals conducting OWTS installations, on-site soil evaluations, percolation tests and inspections/evaluations and on registered or licensed OWTS professionals improperly conducting OWTS activities.
- review new/innovative OWTS technology for compliance with standards and for effectiveness in protecting health and the environment.
- respond to all radiological emergencies.

Telephone: (573) 751-6095

Staff also located in:

St. Louis (314) 877-0252

Independence (816) 350-5405

Springfield (417) 895-6917

FAMILY CARE SAFETY REGISTRY

The Family Care Safety Registry was established by law to promote family and community safety by offering a means to obtain background-screening information maintained by various state agencies from a single source. Families and employers may contact the registry using a toll-free access line or by fax or mail to request background-screening information on caregivers they might hire to work with children, the elderly or disabled. Background information provided includes:

- Missouri criminal history and Sex Offender Registry information maintained by the Missouri State Highway Patrol.

- Employee Disqualification List (EDL) information maintained by the Department of Health and Senior Services.
- employee disqualification registry information maintained by the Department of Mental Health.
- child abuse and neglect information maintained by the Department of Social Services.
- childcare facility licensing records maintained by the Department of Health and Senior Services.
- foster parent licensing records maintained by the Department of Social Services.
- residential living facility and nursing home licensing records maintained by the Department of Health and Senior Services.

Any person hired as a childcare, eldercare or personal care worker is required to register with the Family Care Safety Registry.

Toll-Free Number: (866) 422-6872, 7:00 a.m. to 6:00 p.m., Monday through Friday

SECTION FOR HEALTH STANDARDS AND LICENSURE

The administrator of the Section for Health Standards and Licensure supervises health care and childcare licensure activities, state emergency medical services, the registration of Missouri handlers of controlled substances, and inspection activities for numerous Medicare certification programs.

BUREAU OF HEALTHCARE OVERSIGHT

The bureau consists of three units: the Health Facility Regulation Unit, the Home Care & Rehabilitative Standards Unit, and the Emergency Medical Services Unit.

Health Facility Regulation Unit

The Health Facility Regulation Unit's main functions include:

- administering the state licensing program under which all Missouri hospitals (except state and federal facilities), freestanding ambulatory surgical centers, birthing centers and abortion facilities, are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service, and organization and administration.
- registering and inspecting medical facilities that use ionizing radiation for diagnosis or treatment for compliance with state radiation safety regulations. These include diagnostic X-ray departments in hospitals, clinics, mobile diagnostic units, private medical offices, veterinarian offices, chiropractic offices, dental offices, podiatric offices, mammography providers, and nuclear medicine sites. Industrial radiation facilities fall under the jurisdiction of the same radiation protection regulations, and are also registered and inspected. These industrial applications include such uses as lead paint analyzers, airport baggage inspection machines, electron microscopes, cyclotrons, mechanical integrity testing units, and many others.
- providing technical, structural and educational consultation services to hospitals, ambulatory surgical centers, long-term care units in hospitals, abortion facilities, birthing centers and independent laboratories.
- conducting survey activities through Department of Health and Senior Services' contracts with the Centers for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS), related to certification of providers of services participating in the Title XVIII (Medicare) and Title XIX (Medicaid) programs. These providers include hospitals, laboratories, end-stage renal disease facilities, mobile X-ray services, rural health clinics, and long-term care units (skilled nursing and intermediate care facilities) in hospitals.
- conducting surveys through Department of Health and Senior Services' contracts with the Food and Drug Administration to determine compliance with federal certification standards of all mammography providers in Missouri, as well as acceptance

testing of new installations of diagnostic radiographic equipment.

Telephone: (573) 751-6303

Home Care and Rehabilitative Standards Unit

The Home Care and Rehabilitative Standards Unit's main functions include:

- conducting on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities (CORF) and outpatient physical therapy (OPT) providers through contracts with the Centers for Medicare and Medicaid Services (CMS).
- providing technical consultation regarding Missouri licensing requirements for home health agencies and hospices and Medicare standards for home health agencies, hospices, outpatient physical therapy providers and comprehensive outpatient rehabilitation facilities.
- conducting on-site surveys at home health agencies and hospices for compliance with state regulations.
- investigating allegations of inappropriate care and other patient concerns.
- maintaining a federally mandated toll-free "hotline" for the purpose of receiving questions about home health agencies and/or hospices or for patients to lodge complaints concerning their provider agency or quality of care provided.

Telephone: (573) 751-6336

Emergency Medical Services Unit

The Emergency Medical Services (EMS) Unit's main functions include:

- implementing the Comprehensive EMS Act of 1998.
- licensing Emergency Medical Technicians (Basic and Paramedic).

- licensing ground and air ambulance services.
- accrediting emergency medical technician training entities.
- licensing Advanced Life Support (ALS) Emergency Medical Response Agencies (EMRA).
- designating trauma centers.
- investigating complaints involving all licensed or accredited activities.
- administering the National Registry written examinations for emergency medical technicians.
- maintaining the Head and Spinal Cord Injury/Trauma Registry.
- maintaining the Missouri Ambulance Reporting System Registry (MARS).

Telephone: (573) 751-6356

BUREAU OF NARCOTICS AND DANGEROUS DRUGS

The bureau conducts activities and programs in the Department of Health and Senior Services to ensure safe and legal handling and distribution of controlled substances in Missouri. The bureau registers and regulates all entities and individuals who conduct activities with controlled substances and also works with law enforcement and state health care licensing boards and associations to minimize the abuse of controlled substances in the state. Services of the bureau include:

- maintaining a registry, as required by state law, of the individuals and firms who prescribe, dispense or otherwise conduct activities, which involve controlled substances.
- encouraging proper management of controlled substances through routine inspections and audits of the records that must be kept by firms and individuals who lawfully manufacture, distribute, or dispense controlled substances.
- investigating suspected irregularities or mismanagement involving controlled substances. Such investigations originate with complaints from the general public, other government agencies or may develop from routine inspections and audits conducted by bureau representatives.

- acting as the state's primary agency in regulation of controlled substance activity to correct or prevent unlawful practices, when detected, through education or, if necessary, administrative action against the registration of the firms or individuals involved.
- updating the Missouri Controlled Substances' list each year and filing changes in the list with the Missouri Secretary of State for publication in the Missouri Register and the Code of State Regulations.

Central Office (Jefferson City) Telephone: (573) 751-6321

Central Office Fax: (573) 526-2569

Cape Girardeau Office Telephone: (573) 290-5819

Independence Office Telephone: (816) 350-5472

St. Louis Office Telephone: (314) 877-2829

SECTION FOR LONG-TERM CARE

The Section for Long-Term Care is responsible for conducting state inspections and federal surveys, and for investigating complaints regarding long-term care facilities. There are approximately 1,166 long-term care facilities in Missouri with more than 78,000 beds licensed and inspected by the section. Of these, 497 are skilled nursing homes, 42 are intermediate care facilities, and 627 are residential care facilities Is and IIs. Nearly 500 facilities participate in the federal Medicaid or Medicare programs and must meet federal as well as state standards. The major units in long-term care regulation are Survey and Compliance, Licensure and Certification, Field Operations and Quality Assurance.

Telephone: (573) 526-8524

Other services of the section include:

- monitoring compliance with federal requirements for the annual inspection of care and utilization review for Medicaid residents over 65 and under 21 years of age in psychiatric hospitals.

- conducting the Pre-Admission Screening and Annual Resident Review (PASARR) process required by the Omnibus Budget Reconciliation Act (OBRA'87) for any individual with a mental health-related condition who seeks admission to a Medicaid-certified bed.
- serving as a liaison to the Missouri Health Facilities Review Committee and the Certificate of Need Program.
- conducting inspections and complaint investigations of habilitative facilities servicing clients diagnosed with mental retardation and/or developmental disabilities that participate in the Medicaid program.
- conducting inspections and complaint investigations of adult daycare providers for state licensing purposes.

MISSOURI HEALTH FACILITIES REVIEW COMMITTEE

The Missouri Health Facilities Review Committee (MHFRC) provides oversight to the Certificate of Need Program (CONP) and public accountability in health facilities and services review. CONP has been charged with addressing issues of health services need, access and cost containment.

The goals of the MHFRC are to:

- review proposed health care services.
- contain health costs.
- promote economic value.
- negotiate competing interests.
- prevent unnecessary duplication.
- disseminate health-related information.
- conduct special projects and studies as needed.

Telephone: (573) 751-6403